

**City of San Antonio
Performance Measures and Benchmark Data**

Fire

	FY 2008					FY 09							FY 10
FY 09 Fire Measures	1st Quarter (Oct - Dec)	2nd Quarter (Jan - Mar)	3rd Quarter (Apr - Jun)	4th Quarter (July - Sep)	FY 08 Actual	FY 09 Target	1st Quarter (Oct - Dec)	2nd Quarter (Jan - Mar)	3rd Quarter (Apr - June)	4th Quarter (July - Sept) Estimate	4th Quarter (July - Sept) Actual	FY 09 Actual	FY 10 Target
Percentage of time first unit/ladder arrives on scene within 5 minutes or less (Response to Arrival)	69.00%	68.00%	69.00%	69.00%	68.50%	69.00%	68.00%	67.00%	67.00%	67.00%	68.00%	68.00%	67.00%
Average response time to emergency incidents from dispatch to arrival (in minutes)	5.93	5.99	5.99	6.00	5.98	5.98	5.95	5.93	5.96	5.86	5.92	5.94	5.92
Percentage of time ALS unit arrives on scene in 8 minutes or less (Responding to Arrival)	80.16%	78.16%	78.76%	79.00%	80.00%	79.80%	81.00%	81.10%	81.30%	81.60%	82.00%	81.20%	81.4%**
% of all Medical Calls Responded to by Fire	34.46%	37.04%	40.61%	37.00%	50.70%	47.90%	49.00%	51.90%	51.00%	51.00%	47.04%	49.97%	50.92%
% of positive Citizen Customer satisfaction ratings for public education presentations and training sessions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	97.00%	97.00%	96.00%	97.00%	97.00%	98.00%
Average # of Fire Prevention inspections performed per day per Fire Prevention Inspector	N/A	N/A	N/A	N/A	N/A	6	5	6	7	6	5	6	6

** If SAFD gets a new EMS unit